

1981

photos

MAR 6 1992

1. CASE NO 911122CCCC1117		INVESTIGATOR'S ID 8 0 5 8		3. OFFICE CODE 8 0 0		EPIDEMIOLOGIC INVESTIGATION REPORT
4. DATE OF ACCIDENT YR MO DAY 9 1 1 0 1 8		5. DATE INVESTIGATION INITIATED YR MO DAY 9 2 0 1 1 5				
6. SYNOPSIS OF ACCIDENT OR COMPLAINT Complaint involved the unattended fire in a toaster oven, which wasn't in use for two (2) weeks prior to accident. Complainant stated she was able to unplug the burning toaster oven, and extinguish flames with a garden hose. No personal injuries but an exotic bird, died from smoke inhalation. Property damage was estimated, by victim to be less than \$500.00.						
7. LOCATION (Home, school, etc.) Home/indoors/kitchen		8. CITY Oxford		9. STATE M A		
10A. FIRST PRODUCT Toaster oven		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Toaster-Oven A9T11 Black & Decker (U.S.), Inc. 6 Armstrong Rd, Shelton, CT. 06484-4797				
10B. SECOND PRODUCT None		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS None				
12. AGE OF VICTIM 9 9 9		13. SEX (Use numerical code) MALE -1 FEMALE -2 UNKNOWN -3 9		14. DISPOSITION No injury		15. INJURY DIAGNOSIS No injury
16. BODY PART No injury		17. RESPONDENT(S) (Mother, Friend) Victim/Complainant		18. TYPE INVESTIGATION ON SITE 1 TELEPHONE 2 OTHER 3		19. TIME SPENT 1 2 0
20. ATTACHMENTS Multi		21. CASE SOURCE Hot Line		22. REVIEWED BY 8 3 4 2		YR MO DAY 9 2 0 3 0 2
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME <input checked="" type="checkbox"/> CPSC MAY NOT DISCLOSE MY NAME <input type="checkbox"/>						
24. NARRATIVE (See instructions on Other Side) Investigation delayed because two sets of photos sent by victim, including insured letter were lost by U.S. Mail. <div style="text-align: center;"><p>MPD/PRIVACY NOTIFIED</p><p>9/12/95</p><p>No Comments made</p><p>Comments attached</p><p>Comments/Revisions</p><p>Comments not requested</p><p>Further notice</p></div>				25. REGIONAL OFFICE DIRECTOR REVIEW DATE 3-2-92		
(USE OTHER SIDE AND ADDITIONAL SHEETS IF NECESSARY)						

911122CCC1117

PRE-ACCIDENT:

Investigation involved a consumer complaint ^{received} via CPSC hot line. ~~Acc~~ involved a fire in counter top toaster oven. Complainant indicated she had received the toaster oven, new, as a wedding gift approximately three years ago. The complainant stated she used the toaster oven infrequently, maybe once every 10 days. The complainant stated there had been no history of any repairs with this appliance and there had been no electric problems in her apartment.

ACCIDENT:

Complainant stated she works, part-time mornings, and had returned to the apartment. The complainant stated she was in bathroom area, with door closed, when she heard the smoke detector alarm. The complainant stated she came out and went toward front of the apartment and saw flames coming out of the toaster oven which was on a counter area in the kitchen. She went back into bathroom area for a towel, to protect her hands and was able to unplug the toaster oven from the wall receptacle (Photo #3 & 4). However, there was still some burning area on the counter top and wall area in back of toaster oven. The complainant stated she had garden hose set-up which she activated and extinguished the fire.

POST-ACCIDENT:

Neighbor in next apartment had come to her assistance, when she heard the smoke detector go off and help her make sure all the fire was extinguished. The complainant had a number of exotic birds in the apartment and one of the birds, near the kitchen area, apparently died from smoke inhalation.

The victim stated she had the maintenance man for the apartment complex, check the electric wall receptacle to see if there was any problem with wiring. The victim stated the maintenance man found nothing wrong with apartment wiring, that the toaster oven was at fault.

Complainant stated she called "General Electric" hot line telephone and was advised that the fuse in the unit probably was bad and that a company representative would be in contact with her.

Complainant displayed letter from Black & Decker Consumer Assistance dated 10/18/91, signed by Gloria Fusco Claims Coordinator and returned cards to ship damaged oven for replacement.

PRODUCT IDENTIFICATION - SEE PHOTOS #1-7

Toaster oven was a General Electric Model A9T11 with a front panel (See Photo #2) showing "TOASTER-OVEN/toast'n broil" name. The main housing of oven is metal (13 in. wide x 7 in. high) with two side plastic handle attachments. The right front side of housing has temperature control top dial (BAKE/BROIL) with settings of "OFF" 200 300 400 500. BROIL", The bottom front dial setting has the setting for toaster heater portion "LIGHT -DARK TOP BRAND". In the space between these two temperature dials, is "push down" button to activate the toaster heating element of the oven.

STANDARDS:

None applicable to this product.

ATTACHMENT:

1. Photos #1-7 of toaster oven scenario
2. Photo Copy of Black & Decker Correspondence dated 10/18/91
3. Photo Copy of Black & Decker Merchandise Return Label Coded G3404
4. Diagram of victim's apartment.

TC-21 CV
CONSUMER PRODUCT INCIDENT REPORT

JN-39

1. NAME OF RESPONDENT Gail Fairbanks		2. PHONE NO. (HOME) WORK 508-987-0501 508-865-5841	
3. STREET ADDRESS 130-165 Sutton Rd.		4. CITY STATE ZIP CODE Oxford MA 01540	
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED) Home smoke alarm sounded, and consumer went to kitchen. 3' high flames were coming out of the front of toaster oven, which was not in use at the time and had not been used for 2 weeks. Flames were running up the wall behind toaster oven. Consumer unplugged toaster oven and threw it out the window. Consumer patted out flames on wall with a towel, and extinguished flames on toaster oven with a garden hose. Toaster oven was extensively charred and melted on its outer surface and inside the oven. Wall-cont.-			
6. DATE OF INCIDENTS 10/18/91	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 YR/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none	
9. DESCRIPTION OF PRODUCT toaster oven		10. BRAND NAME General Electric	
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE General Electric unknown Bridgeport, CT (zip unknown) unknown unknown unknown unknown		12. MODEL, SERIAL NUMBERS A9T11 13. DEALER'S NAME, ADDRESS & PHONE Caldor's Auburn Mall Auburn, MA (zip unknown) unknown	
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: extensively charred and melted		15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 1988 AGE 3 yrs. 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none	
17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES x NO OTHER?		18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	
19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO			
FOR ADMINISTRATION USE			
20. DATE RECEIVED 10/18/91	21. RECEIVED BY (NAME & OFFICE) JM/HL	22. DOCUMENT NO. H1A0112A0	
23. FOLLOW-UP ACTION 9/11/21 CCC 1117		24. PRODUCT CODE(S)	
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE [Signature]	

911 22cc 1117

Ex#2



BLACK & DECKER
TM

U.S. Household Products Group
Consumer Assistance & Information
Telephone: 1-800-231-9786

October 18, 1991

Gail Fairbanks
130-165 Sutton Rd
Oxford MA 01540

Dear Ms Fairbanks:

Thank you for contacting us regarding your General Electric Toaster Oven.

We do value you as a customer and are sorry for any difficulties you may have encountered.

We would appreciate your returning the product to us for examination in our Engineering Laboratory. Please package it securely and follow the enclosed instructions for using the prepaid postage label we have furnished, to avoid any shipping expense to you.

When your product is received, arrangements will be made to ship a replacement, at no charge, to you. Allow two weeks for the delivery.

We appreciate your purchasing Black & Decker Household Products, and if we can be of assistance in the future, please let us know.

Sincerely,

Gloria Fusco
CLAIMS COORDINATOR

REF#:G3404

9/11/22 CCC 1117

EX#3

FROM: _____



POSTAGE DUE UNIT:
CHARGE \$ _____
BLACK & DECKER

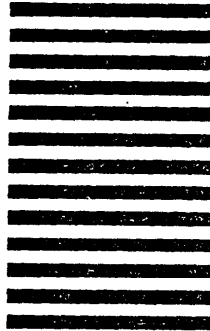
MERCHANDISE RETURN CARD

PERMIT #6174

SHELTON, CT 06484

POSTAGE DUE UNIT
U.S. POSTAL SERVICE
SHELTON, CONNECTICUT 06484-9998

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



C3404

FROM: _____



MAILING POST OFFICE COMPUTE
POSTAGE DUE AT APPLICABLE RATE: _____
ADD MERCHANDISE RETURN FEE _____ .30
TOTAL POSTAGE DUE: \$ _____

MERCHANDISE RETURN LABEL

PERMIT #6174

SHELTON, CT 06484

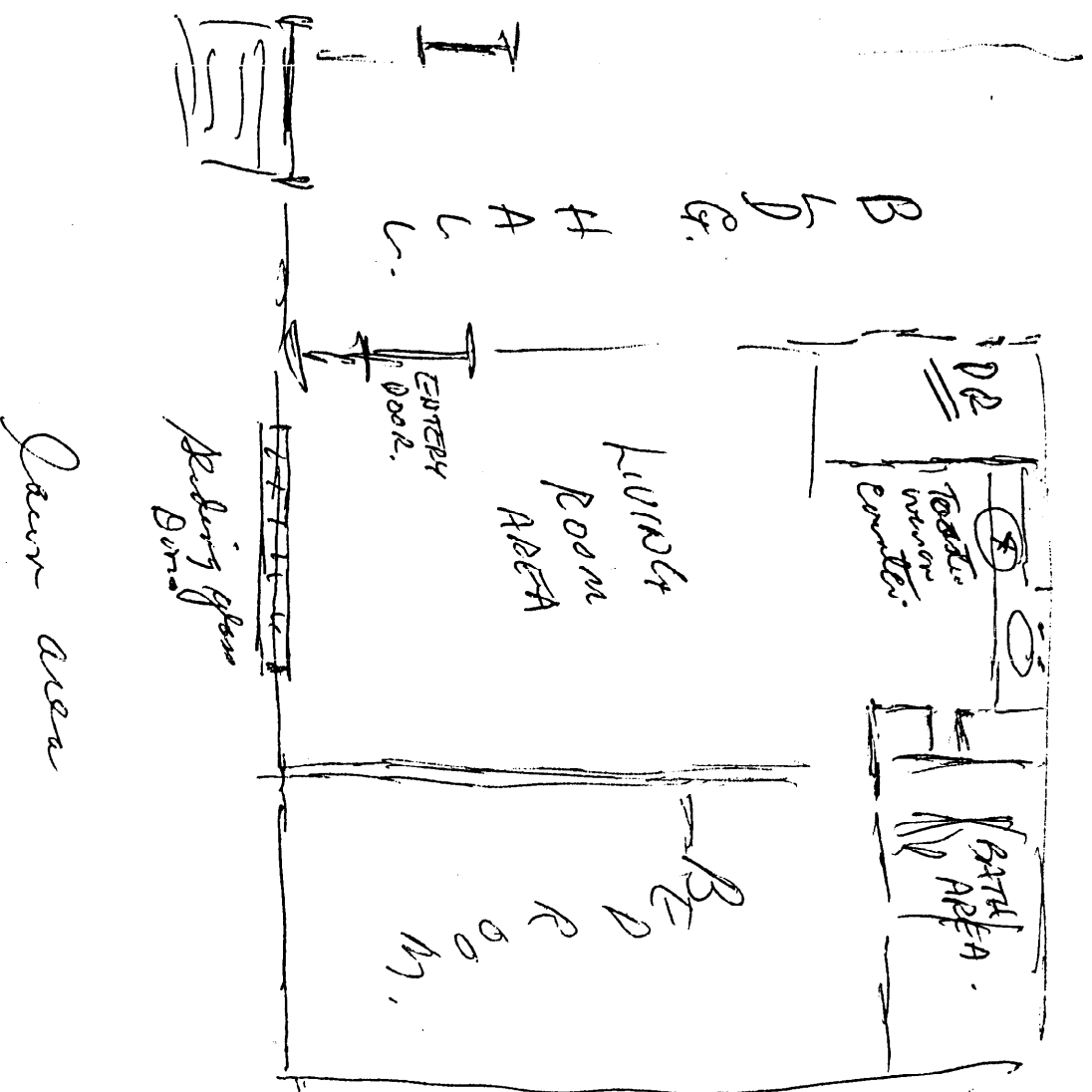
BLACK & DECKER
ATT: ED KUSINSKI *[Signature]*
6 ARMSTRONG ROAD
SHELTON, CONNECTICUT 06484

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



C3404

91122 CCC 1117 $\frac{ET}{C}$



STREET AREA.

1st floor - apt.
in two story
apt. bldg.
(garden style
complex)

N
↓
S.

911122 CCC 1117

U. S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.



You are hereby authorized to disclose my name and address with the information collected on this case.



My identity is to remain confidential.

(Signature)

(Date)

FEB. 20-1992

Bos 100
134845
12/14/91

Frederick J. Jones
ACCIDENT INVESTIGATION REQUEST FORM
12/14/91
611

Document Number HLH 0111140

Date of Incident 10-18-91 Category I.D. SECT 01

Follow-Up Requested _____ Hazard Analysis _____ Section 15

Type Follow-Up Requested _____ Telephone Call _____ On-Site _____

Responsible Contact T Jones

Assignment Message If product is still available
conduct IDE - otherwise Telephone

Person(s) to Contact Gail Fairbanks
130-145 Sutton Rd.
2x local, 444 01540
(508) 287-0501

Guideline _____

Requested By T Jones

Task Number 9111111111

Assigned to NY Date 11/22/91
10/91
mailed

CONSUMER PRODUCT INCIDENT REPORT

H1A0112A0

behind toaster oven was scorched. Cabinets 2'-3' above toaster oven were scorched. Parakeet in kitchen died of smoke inhalation.

Later that day, building maintenance man (name unknown) checked wiring in apartment to see if faulty wiring had caused fire. Person said there was nothing wrong with wiring, and toaster oven was at fault.

Toaster oven was clean at time of incident.

Toaster oven has a plastic and metal outer body and a glass door.

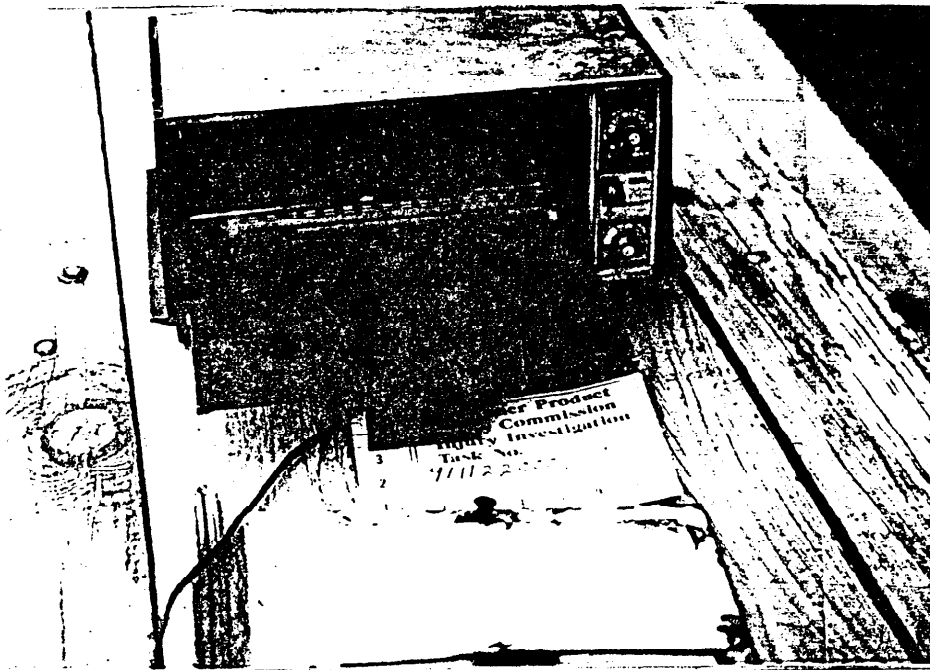
Toaster oven is UL listed 473A.

Consumer found CPSC hotline number in phonebook.

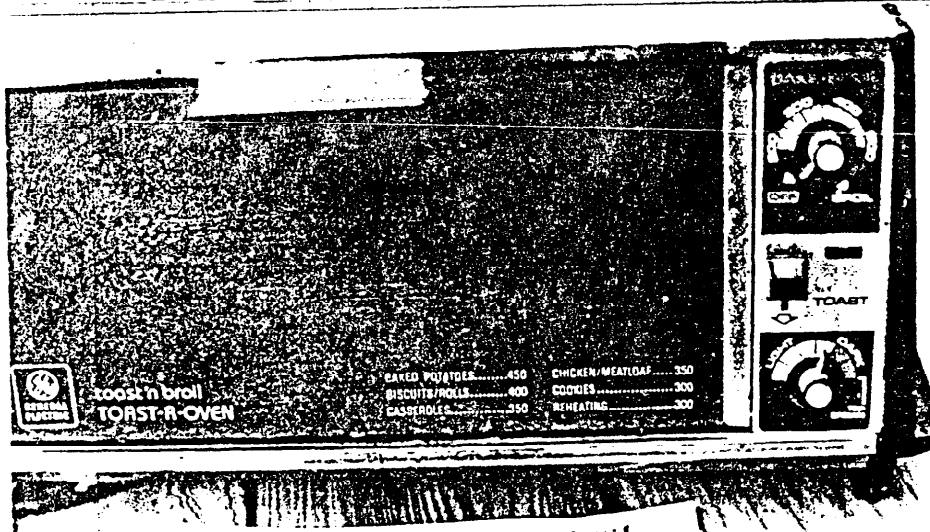
13 NOV 1991

911122 CCC 117

EX#1



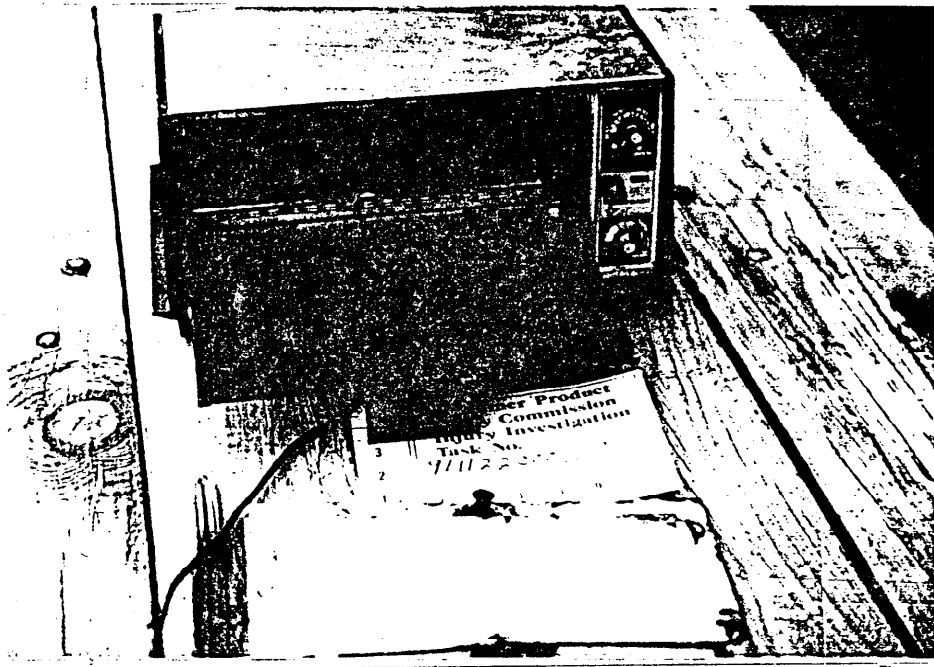
(1)



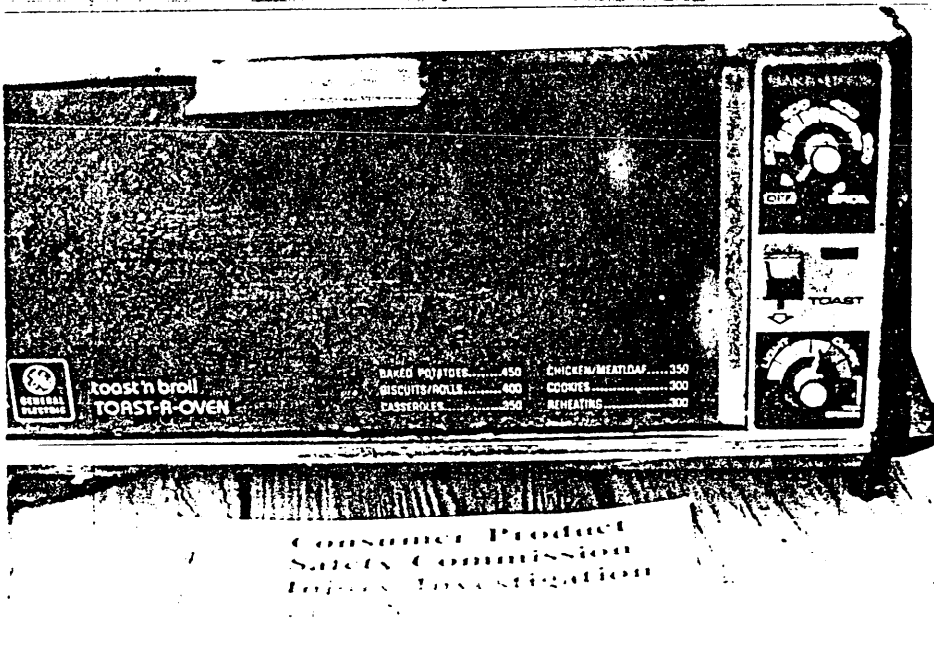
(2)

FRONT OF TOASTER OVEN - DOOR OPEN - SHOWING SEARCHING

9/11/22 CCC 1117 Ex#1



①

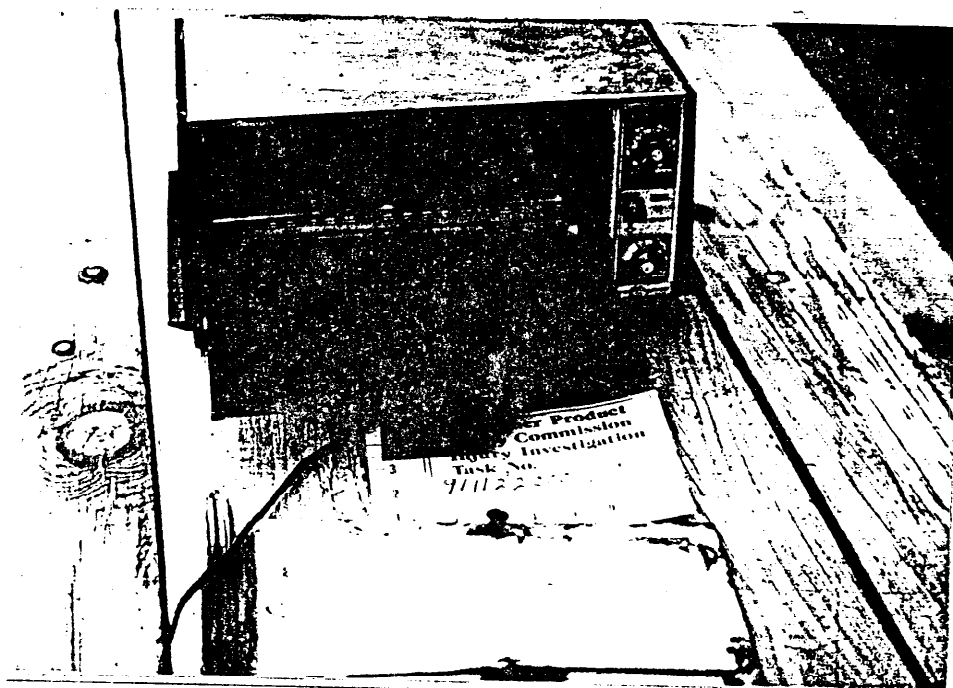


②

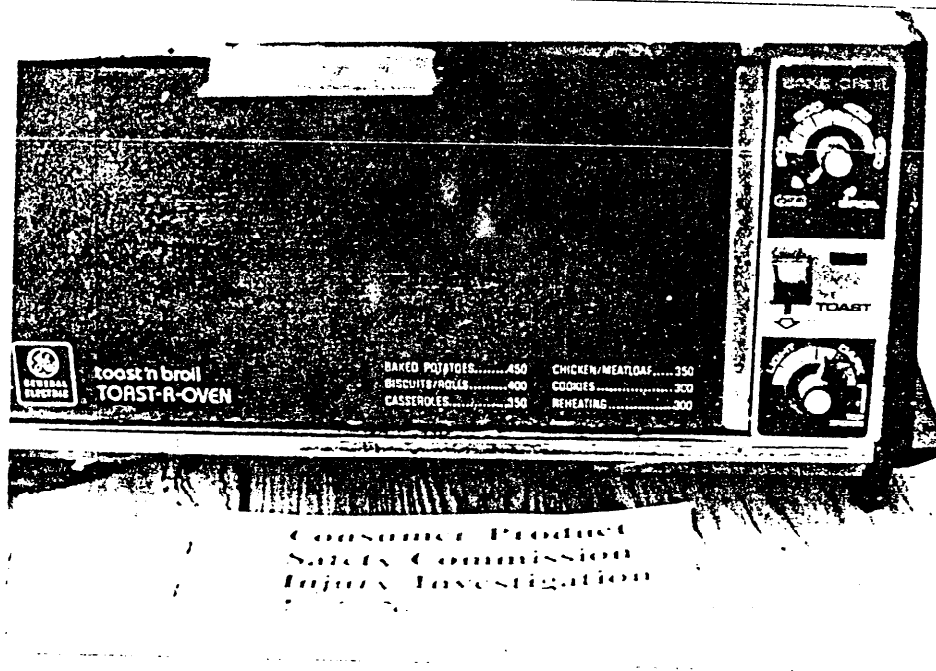
FRONT OF TOASTER OVEN - DOOR OPEN - SHOWING SCORCHING

911122 CCC 1117

EX#1



①

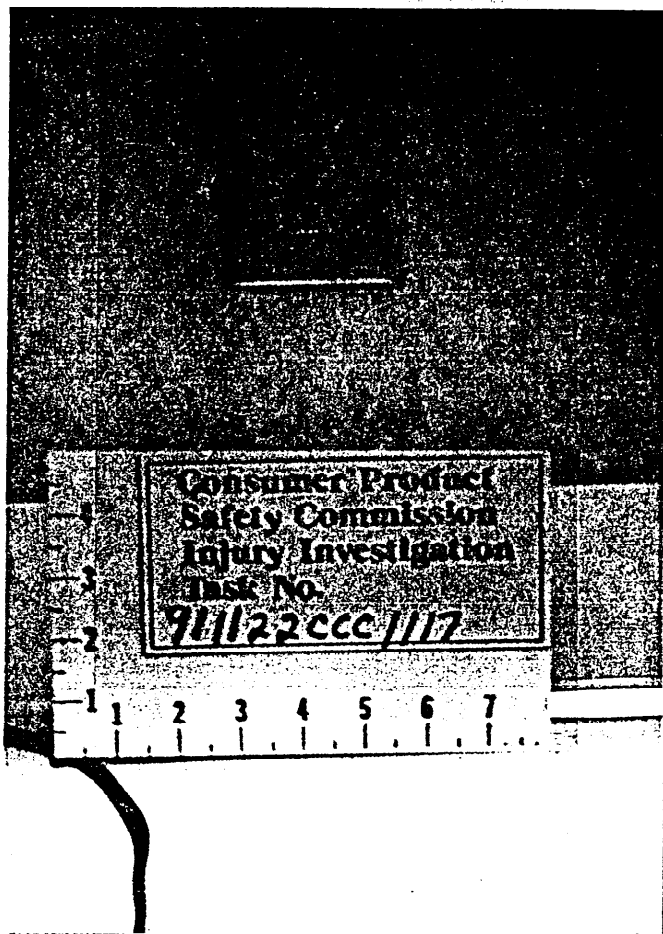


②

FRONT OF TOASTER OVEN - DOOR OPEN SHOWING SCORCHING.

911122CCC 1117

Ex #1



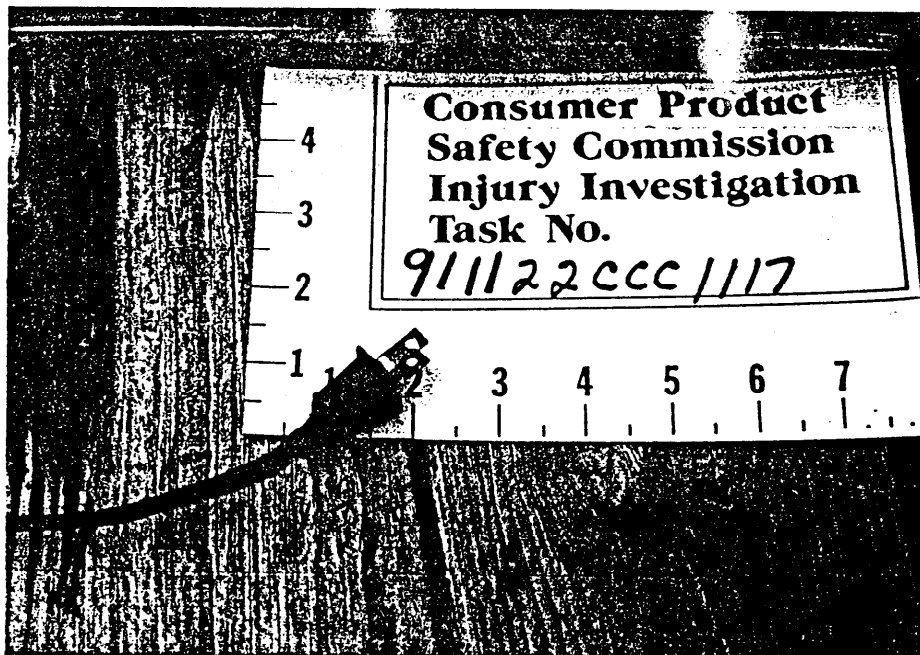
③

KITCHEN COUNTER
WALL
RECEPTACLE
WHERE

TOASTER OVEN
WAS PLUGGED
IN - ON DAY
OF FIRE

WALL & COUNTER
HAVE BEEN
REPAIRED

NO ADAPTOR REPORTEDLY-
IN USE.



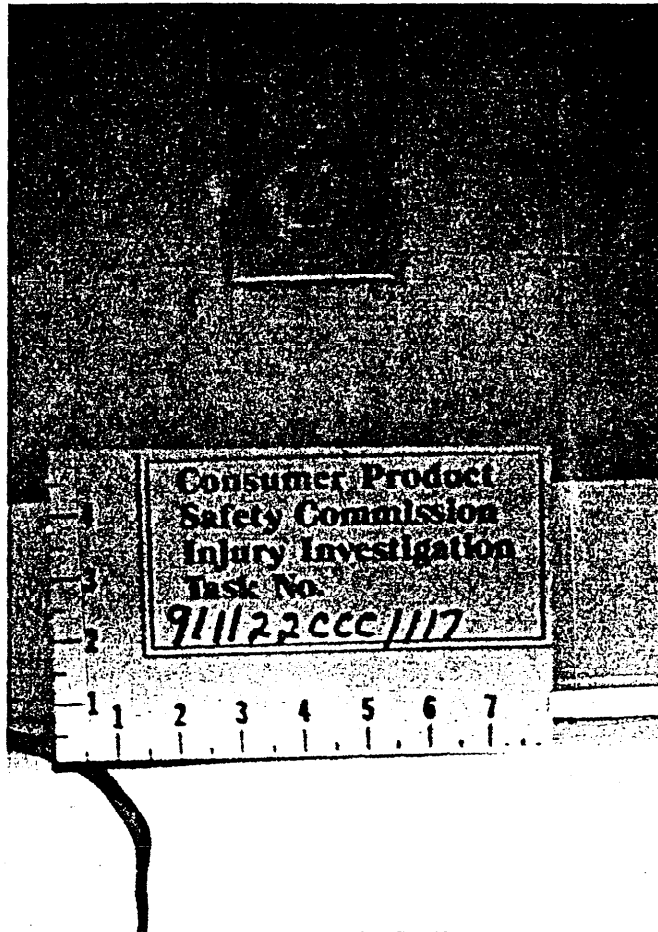
④

TWO WIRE
NON/POLARIZED
PLUG.

WIRE LABELED
"HPN HEATER.
10/24 F.W.
16/2
FSM CSA"

9/11/22 CCC 1117

EX#1

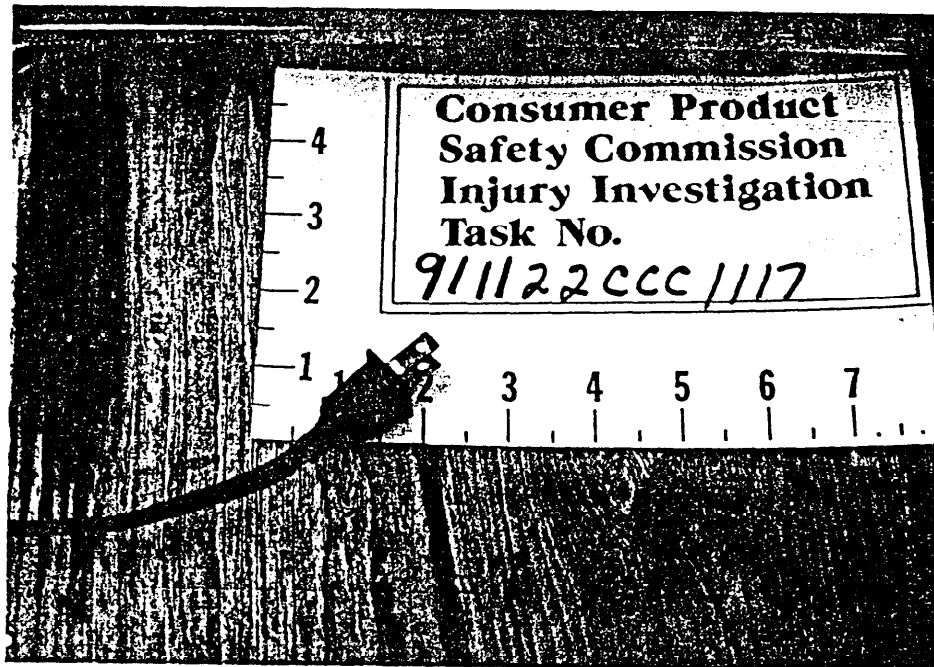


(3)

KITCHEN COUNTER.
WALL
RECEPTACLE
WHERE
TOASTER OVEN.
WAS PLUGGED
IN - ON DAY OF
FIRE

WALL + COUNTER
HAVE BEEN
REPAIRED.

NO ADAPTOR
REPORTEDLY IN
USE



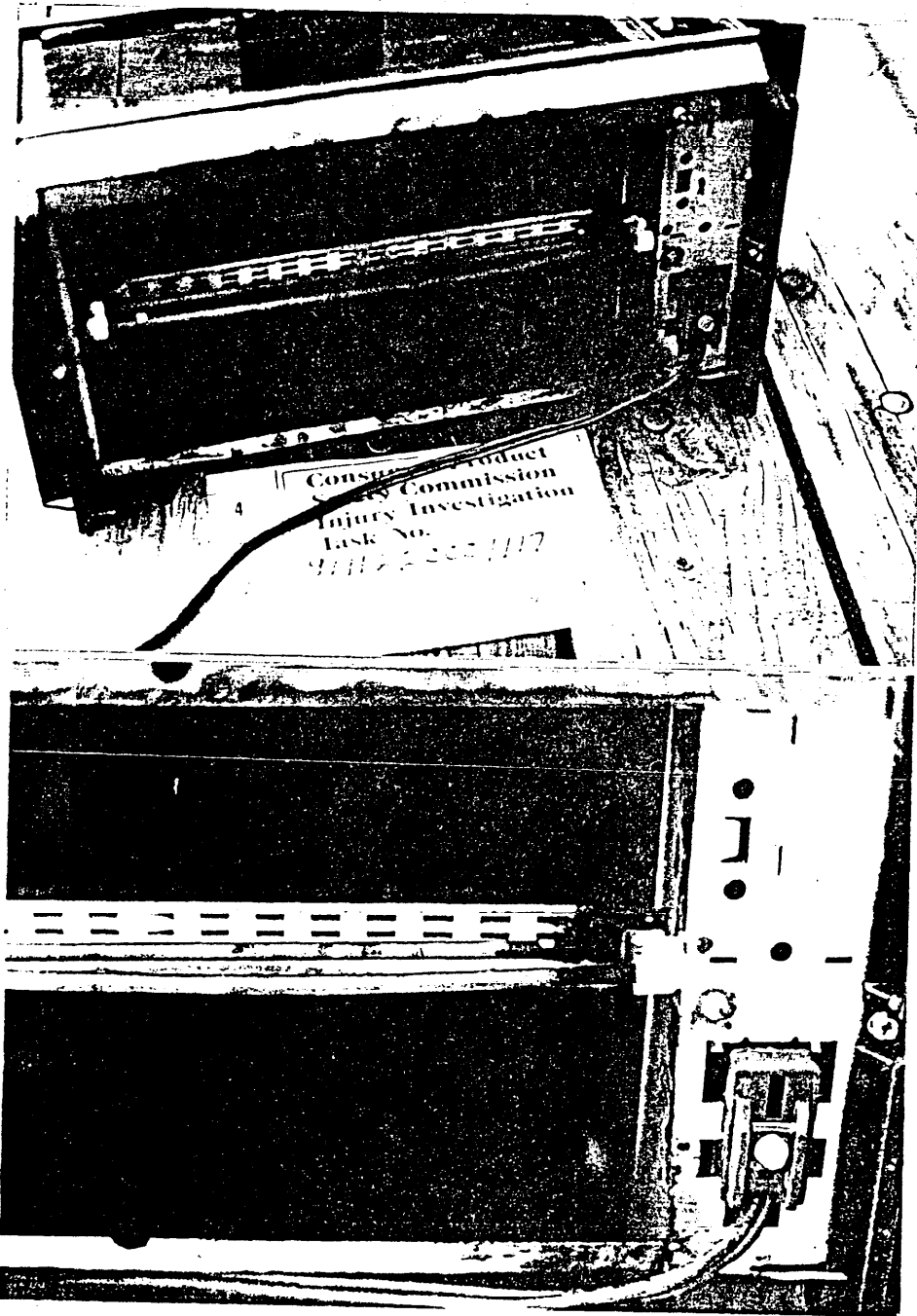
(4)

TWO
WIRE
NON
POLARIZED
PLUG

WIRE
LABELLED
"HPN"
HEATER
1024 FLW
162
FSM
CSA "

9/11/22 cec 1117

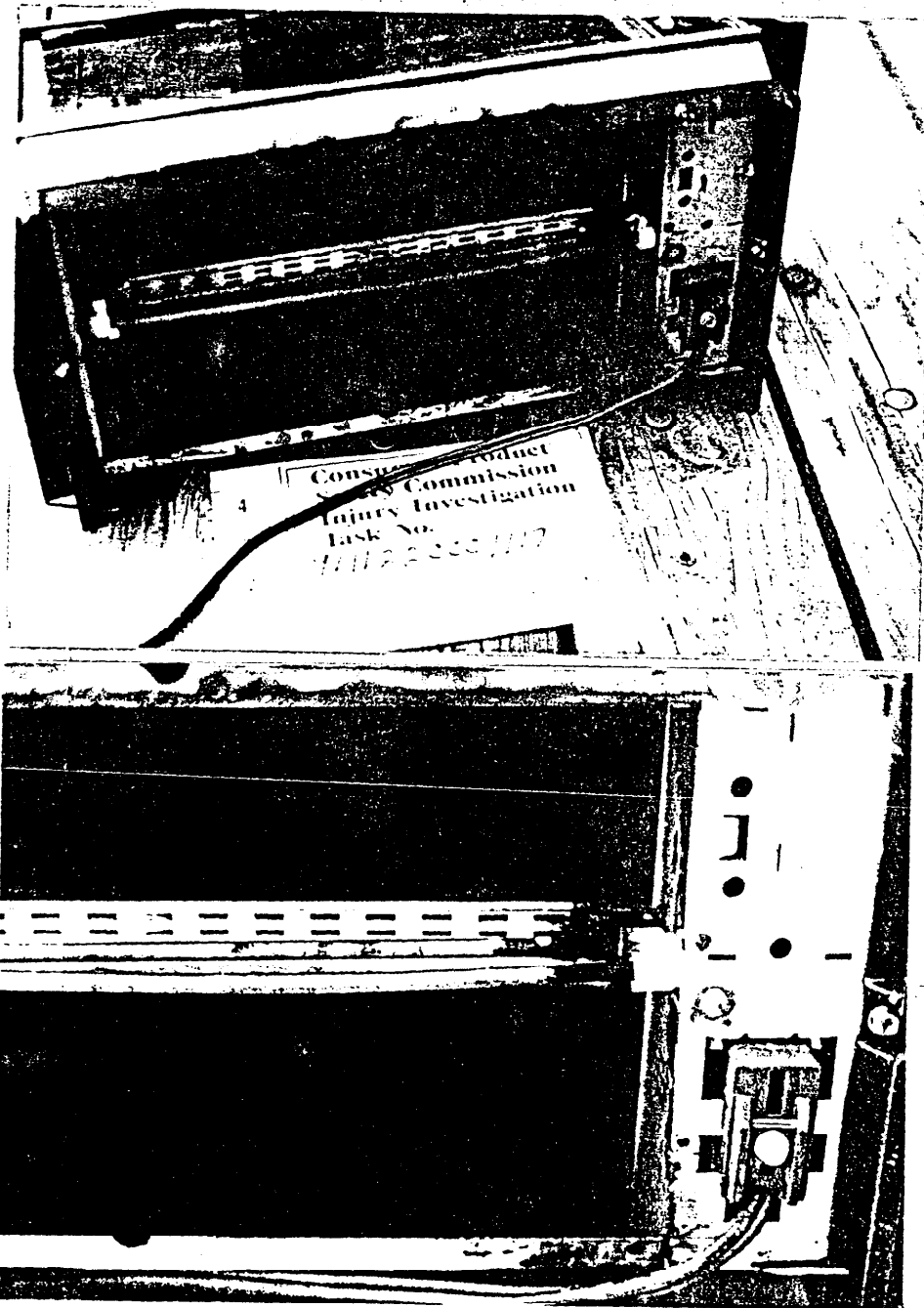
Ex#1



BOTTOM OF TOASTER OVEN - SHOWING ELECTRIC
CONNECTOR BLOCK - AND HEATER ELEMENTS

9/1122 CEC 1117

EX#1



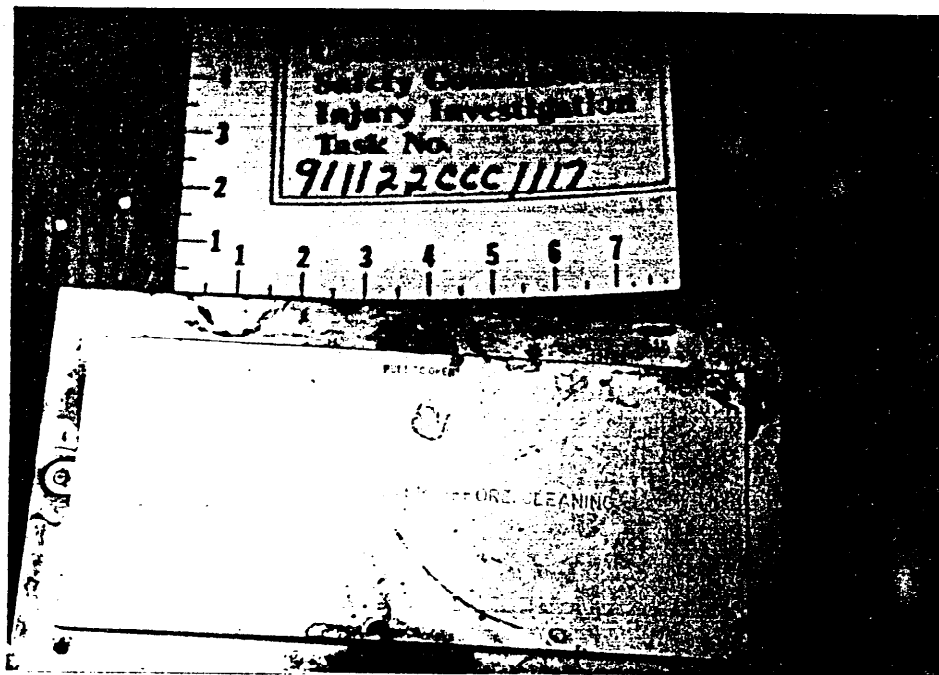
(5)

(6)

BOTTOM OF TOASTER OVEN - SHOWING ELECTRIC
CONNECTOR BLOCK AND HEATER ELEMENTS.

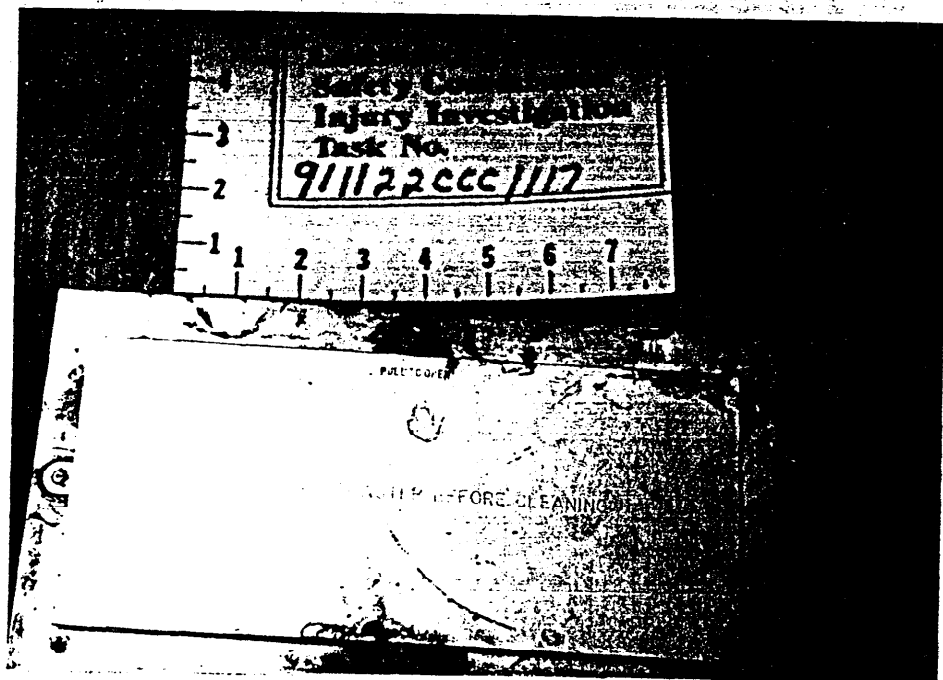
EX#

9/11 22 ECC 1117



BOTTOM PLATE - ENGRAVED
"DISCONNECT TOASTER BEFORE CLEANING"

9/11/22 CCC 1117 Ex #1



BOTTOM PLATE - ENGRAVED.
"DISCONNECT TOASTER BEFORE CLEANING"